

From: David Stovall/=TMS/Toyota.

Sent: 10/19/2007 8:46 AM.

To: [-] Kathy Wachs/=Lexus/Toyota@Toyota.

Cc: [-] George Morino/=TMS/Toyota; Mark Kubota/=TMS/Toyota; Richard Jung/=TMS/Toyota; Wayne Hutchinson/=TMS/Toyota@Toyota.

Bcc: [-]

Subject: SSC 7LB Customer Request.

Good morning Kathy,

We have been receiving the return cards for this campaign in which customers have been indicating whether or not they own the Lexus AWM. The attached return card has a customer that may be stating they currently have clear aftermarket all weather mats placed ON TOP of their factory carpet mats. The card is a little ambiguous, she may also mean that she has the clear plastic film (like a sticker) over the mat which might be okay. But we need to confirm.

Is there a chance you could forward this on to someone in your CR department and have them contact the customer. We need to say something along the lines of:

"We recently received your information card in which you stated that you have aftermarket all weather floor mats placed on top of your factory carpet mats. Because there is nothing securing the aftermarket all weather floor mat to the vehicle floor, it may be possible for the mat to slide forward and interfere with the accelerator pedal. This condition is not exclusive to Lexus. It has been found that any floor mat combination in any vehicle, where the mat is not secured to the vehicle floor, it may be possible for the mat to interfere with the accelerator pedal. We are informing you of this in the interest of your safety, as well as your satisfaction with our products."

Something along those lines. If you have any questions or concerns please don't hesitate to call or email me. Thank you very much Kathy!

David Stovall
Quality Compliance
Toyota Motor Sales, U.S.A., Inc.
Tel. 310-468-5933
Fax 310-468-3399

NOTICE: This email message and all attachments transmitted with it are intended solely for the use of the addressee and may contain legally privileged and confidential information. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, copying, or other use of this message or its attachments is strictly prohibited.

If you have received this message in error, please notify the sender immediately by email reply and please delete this message from your computer. Thank you.